

# SAVANA SMITH

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**TECHNICAL WRITER & TRAINING PROGRAM MANAGER**

**BA, Liberal Arts and Sciences**

Arizona State University - 2020

**Technical Writing Certification**

Technical Writer HQ - 2022

## **Technical Writer - VISA Inc.**

02/2024-Present

- Developed comprehensive technical documentation including user manuals, API documentation, and training content in DITA (XML) and HTML formats.
- Collaborated with subject matter experts, software engineers/developers, and technical program managers to gather information and ensure content accuracy.
- Edited and proofread technical documents in Adobe Acrobat to maintain clarity, consistency, and adherence to company standards.
- Advised on content accessibility and reading comprehension levels.
- Managed documentation projects from inception to completion, meeting tight deadlines and adapting to changing project requirements.
- Communicated complex technical information in a clear and concise manner tailored to target audiences.

## **Training Content Editor - Fred Hutchinson Cancer Center**

03/2023-01/2024

- Evaluated existing curriculum and crafted new SOPs for a web-based software in partnership with internal team members.
- Managed timelines of multiple writing projects for a team of six individual contributors.
- Designed eLearning programs in Articulate Storyline and Camtasia using the ADDIE model to allow for self-led training.
- Edited and published a bi-monthly newsletter, reaching 2,200+ readers.
- Graphic design for web, training, and communications using Adobe Photoshop and Canva.
- Edited and published videos, including screen captures, filmed content, music, and voice overs.
- Created a tool for users to request, assess, and capture knowledge, allowing for the creation of KPIs and structural reorganization for the training team.
- Developed and presented a weekly dashboard to track patterns, recurring questions, and promote reporting within a help desk team.
- Wordpress website management.

## **Technical Writer & Quality Assurance Specialist - Amazon**

08/2018-10/2021

- Wrote training documentation content including SOPs, policies and procedures, and job aids for customer support and fraud investigation teams.
- Formed a Fraud Investigations QA team to enable KPIs and process improvement, resulting in an auditing program that increased overall accuracy scores by ~8% in 11 weeks.
- Trained, assessed, and coached 50+ new and tenured associates in the United States, India, and China, with each associate achieving accuracy scores of 95% or higher upon training completion.
- Led weekly reports on team performance trends used to make staffing and process changes.
- Developed training material for new and cross-training associates in Articulate, OneNote, and PowerPoint.

## **Skills**

Adobe Acrobat - Adobe Suite - Articulate Suite - Canva - Curriculum Development - DITA - Document Management - Editing - Google Workspace - Graphic Design - Learning Management Systems - Microsoft 365 & Teams - Oxygen XML Editor - Quality Assurance - Technical Writing - Training & Development - Visual Studio Code - Web Development - WordPress